

CLAIMS

We claim:

1. A method of communication, said method comprising:

5 parsing stored information; and

automatically sending at least one customized message;

wherein components of said customized message are derived from said parsing.

2. The method of Claim 1, further comprising:

10 storing said information; and

updating said information.

3. The method of Claim 2, wherein said storing further comprises:

mapping a problem to at least one person responsible for solving said problem.

4. The method of Claim 1, wherein said parsing further comprises:

extracting from said stored information one or more message components chosen

from

message recipients,

20 message subjects, and

message contents.

5. The method of Claim 1, wherein said parsing further comprises:

extracting from said stored information

25 dependency information, or

defect information,

or both.

6. The method of Claim 1, wherein said sending further comprises utilizing one or more

communication technologies chosen from
e-mail,
text-to-speech,
voice mail,
5 voice over IP,
wireless text messages,
instant messaging,
short message services,
and posting on a web site.

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7. The method of Claim 1, wherein said at least one customized message is sent to a
person responsible for at least part of a project; and
wherein said stored information contains information concerning said project.

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8. The method of Claim 1, further comprising:
creating said customized message, based on a recipient's role in a project.

9. The method of Claim 1, further comprising:
creating said customized message, based on a row in a table.

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10. The method of Claim 1, further comprising:
creating said customized message, with content limited to a problem for which a recipient is
responsible.

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11. A method of communication, said method comprising:
extracting message components from stored information;
creating a customized message, based on a recipient's role in a project; and
automatically sending said customized message to said recipient;
wherein said customized message contains said message components;

wherein said stored information contains information concerning said project; and
wherein said recipient is a person responsible for at least part of said project.

12. The method of Claim 11, further comprising:

storing said information; and
updating said information.

13. The method of Claim 12, wherein said storing further comprises:

mapping a problem to at least one person responsible for solving said problem.

14. The method of Claim 11, where in said extracting further comprises:

extracting from said stored information one or more message components chosen
from
message recipients,
message subjects,
message contents.

15. The method of Claim 11, wherein said extracting further comprises:

extracting from said stored information
dependency information, or
defect information,
or both.

16. The method of Claim 11, wherein said sending further comprises utilizing one or more

communication technologies chosen from
e-mail,
text-to-speech,
voice mail,
voice over IP,

wireless text messages,
instant messaging,
short message services,
and posting on a web site.

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17. A system of communication, said system comprising:
means for parsing stored information; and
means for automatically sending at least one customized message;
wherein components of said customized message are derived from said means for
parsing.

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18. The system of Claim 17, further comprising:
means for storing said information; and
means for updating said information.

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19. The system of Claim 18, wherein said means for storing further comprises:
means for mapping a problem to at least one person responsible for solving said
problem.

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20. The system of Claim 17, wherein said means for parsing further comprises:
means for extracting from said stored information one or more message components
chosen from
message recipients,
message subjects, and
message contents.

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21. The system of Claim 17, wherein said means for parsing further comprises:
means for extracting from said stored information
dependency information, or

defect information,
or both.

22. The system of Claim 17, wherein said means for sending further comprises means for
utilizing one or more
communication technologies chosen from
e-mail,
text-to-speech,
voice mail,
voice over IP,
wireless text messages,
instant messaging,
short message services,
and posting on a web site.

23. The system of Claim 17, wherein said at least one customized message is sent to a
person responsible for at least part of a project; and
wherein said stored information contains information concerning said project.

24. The system of Claim 17, further comprising:
means for creating said customized message, based on a recipient's role in a project.

25. The system of Claim 17, further comprising:
means for creating said customized message, based on a row in a table.

26. The system of Claim 17, further comprising:
means for creating said customized message, with content limited to a problem for which a
recipient is responsible.

27. A computer-usable medium, having computer-executable instructions for communication, said computer-usable medium comprising:

means for parsing stored information; and

means for automatically sending at least one customized message;

wherein components of said customized message are derived from said means for parsing.

28. The computer-usable medium of Claim 27, further comprising:

means for storing said information; and

means for updating said information.

29. The computer-usable medium of Claim 28, wherein said means for storing further comprises:

means for mapping a problem to at least one person responsible for solving said problem.

30. The computer-usable medium of Claim 27, wherein said means for parsing further comprises:

means for extracting from said stored information one or more message components chosen from

message recipients,

message subjects, and

message contents.

31. The computer-usable medium of Claim 27, wherein said means for parsing further comprises:

means for extracting from said stored information

dependency information, or

defect information,

or both.

32. The computer-usable medium of Claim 27, wherein said means for sending further comprises means for utilizing one or more communication technologies chosen from

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text-to-speech,
voice mail,
voice over IP,
wireless text messages,
10 instant messaging,
short message services,
and posting on a web site.

33. The computer-usable medium of Claim 27, wherein said at least one customized message is sent to a person responsible for at least part of a project; and wherein said stored information contains information concerning said project.

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34. The computer-usable medium of Claim 27, further comprising:
means for creating said customized message, based on a recipient's role in a project.

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35. The computer-usable medium of Claim 27, further comprising:
means for creating said customized message, based on a row in a table.

36. The computer-usable medium of Claim 27, further comprising:
means for creating said customized message, with content limited to a problem for which a recipient is responsible.

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